Occurrence Reporting System

"A New Model for Improving Effectiveness"

Executive Briefing

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Overview

- Why Change

- Purpose / Approach

- What's Changed / What Does It Mean

- Benefits

- Next Steps

- Critical Success Factors

Why Change

- Current Occurrence Reporting System:

    - While Achieved Degree of Standardization across DOE

    - Not Viewed as <u>Value-Added</u> by Key Stakeholders

        > Scope Broadened Over Time

        > Increased Level of "Nuisance" Reporting

        > Not Integrated with other Department Reporting Systems

- Joint HQ, Field Office and EFCOG Initiative to Re-design System Initiated 5/02

Purpose

- "Primary " - Notification System

  - Ensure Prompt Notification of <u>Significant</u> Events to Senior DOE Management at the Field Offices, Area Offices and Headquarters

- "Secondary" - Data Collection System

  - Performance Analysis and Action

  - Prevention of Event Recurrence

  - Management Tool for Improvement

- Key Element of DOE's ISM System

Approach

- Senior Leadership Team

    - HQ, Field Office, Site/Contractor and EFCOG Representatives

        > Established Principles, Concept and Implementation Strategy

        > Decision Makers for Issue Resolution

- Working Group & Task Teams

    - HQ Staff & PSO's, Field Offices, Site/Contractor Representation

        > Key Subject Matter Experts from Throughout the Complex

- Managed as "Project"

- Comprehensive Back-fit Analysis to Validate Effectiveness

What's Changed

- <u>Tailored Approach</u> Based on Event Significance

  - Emergencies & Significance Categories 1-4

- Reporting Criteria educed from 112 to 69

  - Thresholds Raised

  - Redundant Criteria Combined

- New Approach to Causal Analysis

- Effectiveness Reviews of Corrective Actions for Significant Events

- "Performance Analysis" to Identify Recurring Events While at Lower Significance Levels

What Does It Mean

- Headquarters

  - Improved Event Reporting and Management

  - Driver for Complex-wide Actions from Specific Events

  - Improved Analysis of Emerging Trends

  - Achieves Significant Cost Savings

- Field Offices

  - Less Administration – More Time in Facilities

  - Increased Operational Awareness

  - Cost Savings Shifted to Critical Mission Activities

What Does It Mean

- Contractors

    - Elimination of "Nuisance Reporting"

    - Elimination of Redundant Corrective Action Programs

    - Accountability for Management of "Non-reportable" Events using Local Corrective Action Programs

    - Implementation of Effectiveness Reviews of "Corrective Action to Prevent Recurrence" for Significant Events

    - Implementation of "Performance Analysis" Process with Focus on Prevention of more Serious Events

Benefits

- Comprehensive Back-fit Analysis Completed by 20 Organizations (HQ, Field Office, Contractor)

- Total of 1100+ Occurrence Reports Evaluated

    - 25% Reduction in Overall Reporting Achieved

    - Balanced Distribution Based on Significance Categories

        > SC 1 - 3%, SC 2 - 16%, SC 3 - 36%, SC 4 - 45%

- Projected Net Cost Savings of ~$5M Annually

Next Steps

- February '03 Target Implementation Date

- Leadership Team to be Maintained During CY03

- Feedback & Improvement

  - Implementation Status Review July '03

  - Formal Feedback/Improvement Review October '03

  - Integration with Planned Enhancements to DOE Lessons Learned Program

Critical Success Factors

- Streamlined Directive Approval Process

- Identification of "Project Managers" to Champion Implementation at Sites (Field Offices/Contractors)

- Support for Regional Training Workshops

- Expedited Changing of Field Office/Contractor Directives and Procedures

- Management Participation in Planned Implementation Reviews